



**U.S. Immigration
and Customs
Enforcement**

ICE Health Services Corps (IHSC)
Enforcement and Removal Operations
Immigration and Customs Enforcement

Significant Event Notification Guide

Approved by: Jon R. Krohmer, MD
(signed copy on file)

Title: ERO-AD-IHSC

Date signed: 1/9/15

Table of Contents

[illegible]

Foreword

This IHSC Significant Event Notification Guide supplements the following IHSC Directive:

01-25 (ERO # 11769.1), *Significant Event Notification*

This Guide explains concepts, assigns responsibilities and details procedures for response to Significant Event Notification (SEN).

The intended audience is Managed Care Coordinators, Field Medical Coordinators, Health Services Administrators, Regional Clinical Directors, Regional Health Services Administrators, Chief of Health Operations, Chief of Medical Case Management, Chief of Medical Quality Management, Associate Medical Director, Deputy Assistant Director for Clinical Services, Deputy Assistant Director for Administration, and IHSC Assistant Director.

I. Overview

This Guide sets forth the procedures to support a reporting process that comports with the ICE Significant Event Notification (SEN) Program, specifically related to significant medical events. This Guide also ensures that the appropriate update/summary on the detainee's medical condition is provided.

The SEN is an intranet/web-enabled reporting application that was designed and developed by ICE to provide timely information to ICE Headquarters managers on momentous or notable incidents, events, or activities that involve or impact ICE agents and staff in the field in carrying out their law enforcement missions. ICE developed the SEN reporting application to allow quicker and easier as well as more secure and accurate reporting of Significant Incident Reports (SIR). IHSC facilities may also have medical concerns that do not necessarily meet the criteria for a SEN, nevertheless, require notification to IHSC leadership.

II. Reportable Incidents through a SIR:

Significant medical incidents include, but are not limited to, the following:

- a. Abuse/Neglect
- b. Serious Injury
- c. Medical or Psychiatric Emergency
- d. Medical Errors
- e. Suicide Attempt
- f. Hunger Strikes
- g. Hospital Admissions and Discharges
- h. Death
- i. Sexual Assault

III. Initial IHSC Roles and Assignments upon receipt of a SEN:

A. Managed Care Coordinator (MCC):

The MCCs are located at IHSC headquarters (HQ) and serve as the central intake officers for all ICE SENs for IHSC and non-IHSC staffed sites.

Upon receipt of a SEN notification email from ICE Enforcement and Removal Operations (ERO) related to an ICE detainee, the MCC forwards the SEN to the assigned designated staff.

The MCC forwards IHSC staffed facility SENs to the appropriate Health Services Administrator (HSA) with a courtesy copy to:

- other MCCs;
- assigned Regional HSA (RHSA);

- assigned Regional Clinical Director (RCD);
- other appropriate Unit Chiefs (i.e., Behavioral Health Unit, Public Health, Safety and Preparedness Unit, Medical Quality Management (MQM));
- Health Operations (HO) Unit Chief;
- Medical Case Management (MCM) Unit Chief;
- Associate Medical Director;
- Deputy Assistant Director (DAD) for Administration; and
- DAD for Clinical Services.

The MCC forwards non-IHSC staffed facility SENs to the appropriate Field Medical Coordinator (FMC) with a courtesy copy to:

- other MCCs;
- assigned Regional FMC (RFMC);
- assigned RCD;
- other appropriate Unit Chiefs (i.e., Behavioral Health Unit, Public Health, Safety and Preparedness Unit, MQM);
- HO Unit Chief;
- MCM Unit Chief;
- Associate Medical Director;
- DAD for Administration; and
- DAD for Clinical Services.

The MCC sends the SEN to the assigned HSA or FMC within eight hours of receipt of the SEN.

B. HSA:

Upon receipt of a SEN, the HSA seeks a medical update from the facility/provider and submits a written medical update on the identified ICE detainee. The HSA should send a written medical update to the MCC as soon as possible and practical, but within eight hours of receipt of the SEN, with a copy to:

MCCs;
 assigned RHSA;
 assigned RCD ;
 other appropriate Unit Chiefs (i.e. Behavioral Health Unit, Public Health, Safety and Preparedness Unit, MQM);
 HO Unit Chief;
 MCM Unit Chief;
 Associate Medical Director;
 DAD for Administration; and
 DAD for Clinical Services.

The HSA will provide updates at least daily, or more often as required by the MCC SIR Intake Officer, until the detainee is discharged from the hospital, or until the situation is resolved.

C. FMC:

Upon receipt of a SEN, the FMC will seek a medical update from the facility/provider and submit a written medical update (see the IHSC SIR Medical Update Template on page 8) on the ICE detainee that is the subject of the SIR. The FMC must send a written medical update to the MCC as soon as possible and practical, but within eight hours of receipt of the SEN, with a copy to the RFMC where the detention facility is located and to other IHSC managers, as requested. The FMC will provide updates at least daily, or more often as required by the MCC SIR Intake Officer, until the detainee is discharged from the hospital, or the situation is resolved.

IV. Upcoming SEN Roles and Assignments Prior to Receipt of a SEN:

In the case of a significant event that has not been distributed by ERO as a SEN, but the FMC/HSA is notified of the event, the FMC/HSA initiates a preliminary notification about the event or upcoming SEN.

At non-IHSC staffed facilities, preliminary notifications are initiated by the assigned FMC to the RFMC with courtesy copies to the following staff:

- HQ MCCs;
- assigned RCD;
- other appropriate Unit Chiefs (i.e. Behavioral Health Unit, Public Health, Safety and Preparedness Unit, MQM);
- HO Unit Chief;
- MCM Unit Chief;
- Associate Medical Director;
- DAD for Administration; and
- DAD for Clinical Services.

At IHSC-staffed facilities, preliminary notifications are initiated by the assigned HSA to the RHSA with courtesy copies to the following staff:

- HQ MCCs;
- assigned RCD;
- other appropriate Unit Chiefs (i.e. Behavioral Health Unit, Public Health, Safety and Preparedness Unit, MQM);
- HO Unit Chief;
- MCM Unit Chief;
- Associate Medical Director;
- DAD for Administration; and
- DAD for Clinical Services.

V. Medical Status Updates for SENs:

The HSAs and FMCs provide medical status updates to their leadership via email to support the SIR process for SEN submissions when the criteria for a significant medical incident are met, which includes:

- Emergency department referrals (i.e., Airway, Breathing, Circulation (ABC) issues, loss of consciousness, overdose, suicide attempt, major trauma);
- all hospital admissions;
- hunger strikes; and
- suicide attempts.

This medical update is provided even when a SEN is not submitted by ICE and a SIR is not required by ICE. See paragraph IV. Upcoming SEN Roles and Assignments Prior to Receipt of a Significant Event Notification (SEN).

- a. For SENs involving a detainee housed in an IHSC-staffed facility, a registered nurse (RN) or health care provider obtains a status report on the detainee from the provider, including those from health facilities providing services outside of the IHSC facility, and documents the discussion in the medical record. The RN or other health care provider provides a summary to the HSA, who will make the necessary edits and forward the summary to IHSC leadership via email.
- b. For SENs involving a detainee housed in a non-IHSC staffed facility, the FMC should obtain a status report on the detainee from the medical staff at the detention facility, or directly from hospital case managers or providers caring for the detainee at the hospital, if needed.
- c. For SENs involving a detainee housed in either an IHSC-staffed facility or a non-IHSC staffed facility, it is acceptable for the FMC/HSA to forward reports; however, the FMC or HSA must ensure the report is in the proper format and the information in the report is accurate. The FMC or HSA should minimize the email size, avoiding attachments (when possible).

The FMC or HSA assigned to the SEN provides a medical update from the facility/provider and submits a written medical update on the ICE detainee that is the subject of the SEN. The written medical update is sent to the MCCs or designee as soon as possible and practical, but no longer than eight hours after receipt of the SEN notification.

The written medical update includes the following:

IHSC Significant Event Notification Medical Update Template
Additional templates are found in appendix A.

Medical Update
Detainee Name:
Alien #:
Date of Birth:
Country of Citizenship:
Name of Hospital (if applicable):
Date sent to ER (if applicable):
Date of Admission (if applicable):
Medical History:
Current Diagnosis:
Current Status: (to include: Vitals, Meds, Labs, etc.)
Plan of Care:
Report per (Duty Station/Title):

The HSA or the FMC provides updates as required to include all assigned staff in the original SEN. The MCM Unit and HQ Unit Chiefs monitor the progress and resolution of the SEN to ensure medical updates are provided for each SEN required under their area of responsibility, and to inform IHSC Senior Leadership as appropriate.

A. Medical Record Documentation

For IHSC-staffed facilities, the RN, or medical provider obtaining the update, creates a Telephone Encounter/virtual visit, generated in eClinicalWorks (eCW), where the update is also documented.

At a minimum, medical record documentation includes:

- (1) Date of referral/admission/placement;
- (2) Once Daily updates for routine hospitalizations, stable hunger strike, and stable suicide watch; and
- (3) Twice daily for unstable patients or patients in critical condition to include those in the Intensive Care Unit (ICU) and/or Coronary Care Unit (CCU).

VI. Enforcement and Removal Operations Center (EROC) Daily Brief

On a daily basis (Monday through Friday), the assigned HQ MCC provides a report with the total number of medical/mental health SENs received in the preceding 24 hours and identifies any significant medical/mental health cases. The HQ MCC should forward this information to the IHSC Assistant Director by 7:30 a.m. with a courtesy copy to the following:

DAD for Clinical Services;
DAD for Administration;
Associate Medical Director;
RCDs;
MCM Unit Chief;

MQM Unit Chief; and
HQ MCCs.

APPENDIX A: SEN Templates

ER Referral

Detainee Name:
Alien #:
Date of Birth:
Country of Citizenship:
Date of Arrival:
Relevant Medical History:
Reason sent to ER:
Current Status: (to include: Vitals, Meds, Labs, etc.)
Information provided by (name and title)

Hospital Admission

Detainee Name:
Alien #:
Date of Birth:
Country of Citizenship:
Date of Arrival:
Relevant Medical History:
Date of Admission:
Current Diagnosis:
Attending physician:
Current Status: (to include: Vitals, Meds, Labs, etc.)
Discharge Plan:
Information provided by (name and title)

Hospital Daily Report

Hospital day #_____
Detainee Name:
Alien #:
Date of Birth:
Country of Citizenship:
Date of Arrival:
Relevant Medical History:
Date of Admission:
Current Diagnosis:
Attending physician:
Current Status: (to include: Vitals, Meds, Labs, etc.)
Discharge Plan:
Information provided by (name and title)

Hunger Strike Initiation

Last meal: (meal and date)
Number of missed meals: ____
Detainee Name:
Alien #:
Date of Birth:
Country of Citizenship:
Date of Arrival:
Relevant Medical History/ Diagnosis:
Current Status: (to include: Vitals, Meds, Labs, Weight and whether consuming fluids etc.)
Current Plan: (to include: pursuing court order, pending transfer, etc.)
Information provided by (name and title)

Hunger Strike Update

Last meal: (meal and date)
Hunger strike day # ____
Detainee Name:
Alien #:
Date of Birth:
Country of Citizenship:
Date of Arrival:
Relevant Medical History/ Diagnosis:
Current Status: (to include: Vitals, Meds, Labs, Weight and whether consuming fluids etc.)
Current Plan: (to include: pursuing court order, pending transfer, etc.)
Information provided by (name and title)

Suicide Watch Initiation

Detainee Name:
Alien #:
Date of Birth:
Country of Citizenship:
Date of Arrival:
Relevant Medical History/ Diagnosis:
Reason for suicide placement
Information provided by (name and title)

Suicide Watch Daily Update

Suicide watch day #_____

Detainee Name:

Alien #:

Date of Birth:

Country of Citizenship:

Date of Arrival:

Relevant Medical History/ Diagnosis:

Current Status: (to include: Vitals, Meds, Labs, etc.)

Current Plan: (to include: pursuing court order, pending transfer, etc.)

Information provided by (name and title)